

## City of Boston Meds by Mail

Join today.

Why pay co-pays  
or co-insurance on  
prescription drugs?  
Call now for your  
enrollment packet  
and you're one  
step closer to  
enjoying savings  
on the medicines  
you use most.

English/other languages  
**1-888-626-0696**

Monday-Friday, 8am-11pm  
and Saturday, 10am-6pm

Spanish  
**1-888-635-3815**  
Monday-Friday, 10am-7pm



Health Benefits Department  
City Hall Plaza, Room 807  
Boston, MA 02201

City of Boston  
Thomas M. Menino, Mayor

## Introducing City of Boston Meds by Mail

### Prescription drugs by mail from Canada



The City of Boston makes no warranty, express or implied, of merchantability and fitness for a particular purpose, and accepts no legal liability, with respect to any product offered, or pharmaceutical care provided, by Total Care Pharmacy.

## City of Boston Meds by Mail

It is a voluntary, pilot program allowing City of Boston retirees and employees enrolled in the Blue Cross Blue Shield health plans to purchase brand name prescriptions by mail.

## What is City of Boston Meds by Mail?

It is a voluntary, pilot program for City of Boston retirees and employees enrolled in the Blue Cross Blue Shield health plans. The program offers a mail order medication service from a Canadian pharmacy selected by the City after a rigorous, competitive process. Medications ordered from this service are provided free-of-charge to the enrollee with no co-payment, no co-insurance, and no shipping cost.



### Are all medications available through this pilot program?

No. The list of drugs offered is limited. The pilot will only provide "maintenance" drugs for chronic conditions. To order a medication, an enrollee must currently be taking the medication and must be likely to continue taking the medication for at least a few months.

Generic drugs are not available through the mail order service. Only brand name drugs are offered.

Controlled substances or medications that are temperature sensitive are not available through this program.



## City of Boston Meds by Mail Another option in your prescription benefit plan.

This pilot program offers you another choice in the way you purchase selected brand name prescriptions. It does not replace the pharmacy benefits you currently receive through Blue Cross Blue Shield.



### Who can join?

You can participate in City of Boston Meds by Mail if you are enrolled in one of the following plans:

**Blue Cross Blue Shield Master Medical  
Blue Cross Blue Shield Master Medical  
Medicare Carve Out A**

**Blue Cross Blue Shield Master Medical  
Medicare Carve Out A&B**

**Blue Cross Blue Shield Blue Choice**

Signing up is easy. Call toll free 1-888-626-0696 to request an enrollment package, which includes a list of approved medications and all the forms you need to sign up.



## Filling Prescriptions

To enroll, just fill out the customer agreement and patient profile forms provided in your enrollment package, take them to your doctor for his/her signature, and mail them in with your prescriptions. Or, your doctor can fax a copy of the forms and prescription directly to the Canadian pharmacy.

You can order a 90-day supply. Initial orders are shipped within 14 days, if all of the forms have been submitted. Make sure you have enough of your current medication before ordering. Refills are usually shipped within 10 days.

Multi-lingual customer service specialists are available Monday - Friday 8 am-11 pm and Saturdays 10 am-6 pm. They will answer your general questions and connect you to a licensed pharmacist. Although pharmacy hours are Monday-Friday, 9 am-7 pm, in an emergency you will be able to reach a multi-lingual pharmacist 24 hours a day, 7 days a week.

## Frequently Asked Questions

### Are these drugs safe?

The drugs are manufactured by the same companies that provide medications to U.S. pharmacies. Licensed pharmacists will fill your prescriptions. All drugs have been approved by Health Canada's Therapeutic Products Directorate (Canada's equivalent of the FDA).

### What pharmacy is providing the medications?

Medications in this pilot will come from Total Care Pharmacy (TCP) of Alberta, Canada, a certified member of the Canadian International Pharmacy Association (CIPA), which is licensed by the Canadian government. The City of Boston selected TCP through a competitive bidding process that included an on-site facility inspection.

### What if my prescription drug isn't available through your program?

If your medication is not offered by the program, simply continue to order your medications through your pharmacist or Express Scripts, the Blue Cross Blue Shield mail order program.

### Can I order through the Internet?

At this time, orders can only be placed by mail under the City's pilot program.

### What happens to my health information once I submit it to TCP?

Your health information is kept strictly confidential and is only used for the purposes of filling your prescription.